

HOLYOKE COMMUNITY COLLEGE - E-INSTITUTE - ONLINE COURSE DIRECTIONS

Walk in Orientation Labs are available on January 20, 21, 22, from 5 pm – 6:15 pm in KC518 (top floor of the Kittredge Center). A brief orientation and assistance in logging onto WebCT and the Portal will be provided. **Not Mandatory**

To **ensure** that you are prepared for your Online or Onsite class(es) using WebCT, please perform the following **before** the semester begins:

1. Please go to the E-institute website (<http://webtide.hccdl.org>) and review “Is Online Learning for Me?” Follow the 1 – 2 – 3 stars. (This is not necessary if you are taking your class onsite with WebCT as a companion to your “live” (traditional) course.)
2. Next, **Configure your Browser for WebCT**. Please go to the [E-Institute](#) page, on the right side of the screen under Technical Support, click “Browser Tune Up” and follow the directions. On the fourth screen of the tune-up, scroll down (Prepare Your Browser Settings for WebCT) to #1 and follow directions. Please make sure you install the latest JAVA (#1) and all the plug-ins at the end of the tune-up. HCC utilizes WebCT 4.1. (For everyone using WebCT)
3. Return to the main page and review your course requirements by clicking on Online Course Information (Star 2), then the “Fully Online” link, the course you are registered for, and lastly the “More Info” button. Brick and Click courses, please go to the “Brick & Click” link under Course Offerings/Interaction Plans, (Star 2), then the “B&C” link, the course you are registered for, and lastly the “More Info” button. (This is not necessary if you are taking your class onsite as you will receive any information needed on the first few days of class on campus)
4. Next, from the E-institute homepage, right side, click on “WebCT Orientation Course” and click on the [WebCT Campus Edition 4 Tutorials](#). Please read and go through the tutorials if needed. This will give you an overall understanding of how WebCT works. (Our log-on could be different than those demonstrated. Other functions should be the same.)
5. **Fully Online and Brick & Click – Spring Students - You will not have WebCT access until January 16th.** *Your regular semester courses will not be listed until the Wednesday before the semester begins. Late Registrants – It can take up to 24 hours to generate accounts and list your courses. (Onsite Companion Courses – your instructor will notify you when you will have access)* Next, to log into your course(s), go to The E-Institute and click “WebCT Log In”. When prompted, type in your User Name and Password, which is: ***your first initial, last name and last 3 digits of your STUDENT ID# number*** all in lower case, *no punctuation or spaces.* Your password is the same as your WebCT ID. For Example: UserName: jsmith987 Password: jsmith987 It is highly recommended you complete the “WebCT Student Orientation” course (WebCT101 – Fully Online and B&C only), which will be located under your “My WebCT” page after logging in with your WebCT ID and password. This will introduce you to WebCT and its functions. All WebCT accounts are deleted and recreated every semester.
6. When you log in for the first time, you should change your password (Strongly recommended). To do so, click on the “Password Settings” link from your MyWebCT page. Enter your old password, jsmith987 (example), and then a new password twice. Your password must be at least 6 characters long. Choose a password you will remember. *Don't forget your password.* If you have trouble logging in, submit a help request by e-mail: dlhelp@hcc.mass.edu or call the WebCT Help Desk at 413-552-2124. Please review the information we need under Technical Support in order to help you. Email is preferred.

7. Click on the name of the course you wish to enter. Students enrolled in **CERTAIN COURSES** must use an access code and should follow Step 8 below. *Fully Online and Brick & Click classes, please review your course requirements as instructed under #3. This will inform you if you should need an access code to participate. If you do not have your access code at the beginning of the semester, these courses can be accessed by requesting "temporary access" on the enter access code page (scroll to bottom of page). Please note...Temporary Access is given for **only 14 days**. It is **YOUR** responsibility to purchase access codes. A few courses use a "One Key" or "MyLAB" access code. Students will be able to get into the course without a code but will NOT be able to access all material unless a code is purchased. Your course will have additional directions. NOT ALL CLASSES REQUIRE ACCESS CODES.*
8. Students enrolled in the courses needing access codes will have to purchase a 15 or 16 digits PIN or access code along with the course textbook. You can purchase a code online from: (There is a link on the E-institute page – "Purchase Access Codes" on right side.) or from the BOOKSTORE. **Accounting 111 and 112** – *It is advisable that you purchase your access code from the Bookstore.* Be sure to buy the access code for the correct text. Access Codes can only be used for one semester. Check the Course Listing and click on the More Info button for your course to get the correct text and edition information. After logging in, you should reach a License Agreement. Click "Agree" and then enter your access code in the field as displayed. You will not need to use your access code again. If your access code does not work, you must visit the Access Code support page, Access Code Troubleshooting. The link is located on the right side of the E-Institute.

Please Note: WebCT allows "Temporary Access" for two weeks by following directions when signing on. It is **your** responsibility to obtain an access code from the Bookstore or online. NOT ALL CLASSES REQUIRE ACCESS CODES. Check your Online Course Information.

Prior to the Start of classes...

- All courses require a textbook. SOME COURSES require an "access code" as previously mentioned. Do not delay in purchasing textbook(s) and access codes for your course(s). Be sure to carefully read the textbook listing in the bookstore.
- Each Online and B&C course will have specific requirements regarding testing dates, times and locations, discussion groups, etc... that students should review prior to the add/drop period. You will need to log on several times a week.
- All Online and B&C courses begin and end on a defined schedule. Fully online students must be prepared to "attend" class (log in and be working) on the first day of the semester, and must have logged into their classes no later than Thursday (1/29/09)...by **9:00pm**. Those who do not MAY BE ***Administratively Withdrawn and WILL BE responsible for all tuition and fees. Online Courses Are NOT Self-Paced.***
- Students having questions about the course content should email their instructor PRIOR to the add/drop period.

Important Dates – Spring 2009 Semester Calendar

T, W, R, January 20, 21, & 22:	Walk-In Orientation in KC 516 from 5:00 pm to 6:15 pm
Fri., January 23	Registration for online courses ends at 4:30 pm
Mon. January 26	Spring 2009 classes begin
Mon and Tues., Jan. 26 –27	Add/Drop period for online courses closes at 7:00 p.m. Add/drop is available only for current students who have successfully complete an online course at HCC
Thurs., Jan. 29:	All students must have logged into & begun working on their Spring courses by 9:00pm. Students not active in the class will be Administratively Withdrawn
Week of April 13	Student evaluations
Friday, April 24	Last day for withdrawal with “W” for Online Learning students
Monday, Tuesday, May 18,19	Final Examinations for DL courses

Refund Policy for Credit Courses or College Withdrawals

A Withdrawal Form must be completed to receive any refund. Refunds are based on the date the form is received, regardless of registration date or attendance. Processing of refunds takes 3-4 weeks. Do not fax Withdrawal Forms. An online form (online courses only) can be found at the E-Institute page under Star 3.

Course Withdrawal

Last day to withdraw from a course for Spring 2009 is Friday, April 24th..

Refund Policy – Spring 2009 Semester

1. Prior to and including the first week of classes...100% refund of tuition/ESF/fees
2. During the second week of classes...50% refund of tuition/ESF only
3. After the second week of classes...no refund

Instruction Highlights:

- Configure your Browser for WebCT...Review #2
- ID and Password Configuration... Review #5 & #6
- DL Help...Review #6
- Access Codes... Review #7 & #8
- *All this information is also listed on or off the main HCC E-institute web page (<http://webtide.hccd.org>), Online Learning Instructions*

HCC's Communication Portal:

Every student taking a credit course at HCC is automatically issued an HCC Portal account. All official HCC communications will soon be made through this portal. This portal includes Campus Announcements, HCC Online Services, email, and a variety of other features and services. Your account can be accessed 24 hours after registering. Instructions (link) and log in area for the HCC's "MyPortal" account can be found at: <https://myportal.hcc.mass.edu>. Please use your HCC email for any college communication

Should you have any questions or problems with the portal, please email dlhelp@hcc.mass.edu or call the Welcome Center at 413-552-2000 or dlhelp at 552-2124 and leave a message.

Other Information:

Off the main E-institute page there are links to FAQ's "Frequently Asked Questions" <http://webtide.hccd.org/Faq2.htm>, "WebCT Self-Help" and "Common Problems". Please review the information on these pages as they will answer most of your questions.