Online Learning
Frequently Asked Questions

What is an Online Learning?

Online learning is a form of education delivered over the Internet and can be accessed from a computer with internet access and a web browser.

Online Courses:

Online (web) courses are fully online with no scheduled seat time on campus.

Hybrid Courses:

A hybrid course is a blend of scheduled on-campus seat and online time. Hybrid courses can range anywhere from having only one required on-campus meeting to many on-campus meetings. In any hybrid course, you will have to attend the scheduled on-campus class times so make sure they fit into your schedule.

How Do I Know If A Course Is An Online Learning Course?

Please go to the course search here and in the third section change the location to Distance Learning. Web classes have a section number starting with W and hybrid course sections begin with H.

24/7 Access:

Online and hybrid courses are designed to give students with time and/or distance restraints the ability to attend school, so they are accessible 24/7. You do not necessarily need to be on the computer on a specific day or time however, online learning courses are not independent study and require self-discipline and excellent time management skills. You will be expected to log into your course several times a week to go over materials and complete activities.

Online Courses Are Not Harder or Easier than Face-To-Face Courses:

The content in an online learning course is not any harder (or easier) than the same content in a face-to-face class. Time management is extremely important because you are solely responsible for getting through all the materials. To be successful you must be self-motivated, committed, and have some computer skills.

To give you an idea, a four credit face-to-face course means you come to campus four hours a week and then you go home to complete assignments. On average, a four
credit online course will take approximately four hours to read through lessons and materials, and then add any extra time needed to complete assignments and activities. If you are signed up for twelve credits online, average twelve hours a week for lessons plus time for homework.

**Hardware/Software Requirements**

**Do I need A Computer?**

You need to have access to an updated computer that has the ability to connect to the internet.

**Hardware Requirements**

- A processor with 1 GHz or above.
- Ethernet connection (LAN) OR a wireless adapter (Wi-Fi).
- 10 GB hard disk drive.
- 512 MB Memory (RAM) or above
- Sound Card w/Speakers
- And in some cases a Camera and Microphone

**What If I Do Not Have A Computer?**

You are welcome to use the computers at the MHCC computer labs, library, and Maywood Park Community Skills Center

**What If I Have A MAC?**

No problem. Blackboard works on PCs, MACs, and Linux

**What about Mobile Technology?**

You may use the browser and there are mobile apps are available. It is important to remember that not all mobile devices will provide full feature functionality in Blackboard. Mobile technology should not be solely relied upon when taking an online or hybrid course.

**Recommended Operating Systems**

- PC: Windows Vista. 7, or 8
- MAC: OS X v.8 (Mountain Lion), v.9 (Maverick) or v.10 (Yosemite)
- Linux: Ubuntu
Software/Browsers

People often ask what browser they should use. There is no all-encompassing answer for this. Use whichever browser works best on your computer. However, we recommend downloading Firefox and/or Chrome in addition to having Internet Explorer or Safari

- **Firefox** can be downloaded at www.mozilla.org
- **Chrome** can be downloaded at www.chrome.com

JAVA

Install the latest version of **JAVA**

- You will also need the following:
  - Adobe FLASH
  - Adobe Acrobat Reader
  - PowerPoint Reader (If you do not have MS PowerPoint)
  - A Word Processor
  - Media Player

Is there a good alternative to MS office?

There are many alternatives to Microsoft office including Open Office and Google Documents. However, some classes including Computer Information Systems and Intro to Business Computing may require the use of a specific Microsoft office version.

How Do I Register For An Online Learning Course?

To register in an Online/Hybrid course prior to the first day of the term please use My MHCC registration. Registration information and tutorials can be found [here](#).

Waitlisted Students

Prior to the first day of term, waitlisted students are automatically placed in the course as space becomes available. Please continue checking your My MHCC registration schedule to see if you have been added to the course.
Late Registration

How Do I Add an Online/Hybrid Course Once the Term Has Started:
As soon as possible contact the instructor and ask to be added to the class. The best way contact an instructor is by email. Their email is firstname.lastname@mhcc.edu. You can also contact them in person with an add slip.

Waitlisted Students
Once the term begins, the registration system no longer moves students into a class even if it looks like space has opened. If you are on the waitlist for an online learning course, contact the instructor as soon as possible and ask to be added to the class. The best way to contact an instructor is by email. Their email is firstname.lastname@mhcc.edu. You can also contact them in person with an add slip.

How Do I Find an Instructor’s E-Mail?
Please go here for email lookup

How Long Should I Wait For An Answer?
If an instructor does not respond in a reasonable timeframe (about 2 days) please email them again or try to contact them in person via their department.
Please give them time to respond. Due to courses being full, space may not become available until later in the week.

If the instructor agrees to add you to the course:
You must forward the complete email thread to onlinelearning@mhcc.edu.
Include your student ID number, the full course ID with section number, and your full name. Emails lacking this information will be returned which will delay the add process and you could lose your place.
If you have a signed add slip from an instructor, bring it to the Online Learning office. Add slips for web and hybrid sections must be taken to the OL office (room AC1350) NOT Registration.
If you are adding a hybrid course, make sure that in addition to emailing the instructor you also attend the next scheduled class meeting on campus.
Check your registration schedule to confirm you have been added to the course. You will have access to the course in Blackboard within two hours of your registration.
If you do not see the course added to your schedule, check your e-mail for possible notifications. If you do not have any e-mails call Online Learning Student Support to assist in tracking your registration.

What is Blackboard?

Blackboard Learn is MHCC’s learning management system used to develop and deliver online learning courses.

How Do I Access Blackboard?

To log into your online learning courses, you will go to mhcc.blackboard.com. Online and hybrid courses are not located under My MHCC.

How Do I Log Into Blackboard?

When logging into Blackboard for the first time use the following information:
Username = your MHCC student ID number
Password = your six digit birth date (MMDDYY) with no spaces or dashes.

I changed my password in My MHCC but it has not changed in Blackboard

Blackboard and My MHCC are not connected. Your My MHCC password will not get you into Blackboard.

What Are The Next Steps?

After logging in, click on the course link under your Course Menu. You should now see your initial lesson module which includes the syllabus and schedule. Click on this lesson to get started. Instructions, materials, and expectations for the class will be listed here.

Attendance:

You must log in the first day of class. If you do not log in and complete the beginning requirements by the date posted, you will be considered as not attending and could possibly be dropped from the course. If dropped, it is very difficult to get back into the class and financial aid may be affected.

Simply logging in does not meet MHCC attendance requirements. You must complete the first activities by the given due date to be considered active and avoid a possible administrative drop.
What if I have access to Blackboard but do not see my course link?

Check your My MHCC schedule for course begin/end dates. Courses will not appear on your menu until the day they begin. Also check to make sure that you are registered for the class.

What If I am on a Waitlist?

You will not be able to login or see your course on your menu until you are officially moved off the waitlist and registered for the course.

Test Proctoring

When is exam proctoring required?

Some online and hybrid courses require you to take tests at an official testing site. If a proxy location is required for testing, the Gresham Campus testing center and Maywood Park Community Skills Center are automatically prepared to administer quizzes and exams for MHCC OL students at no cost. Please check the testing center webpage for additional information. If you cannot make it to either of the campuses during business hours, you will need to set up an alternate testing site.

Arranging an off-campus test site:

It is the responsibility of the student to ensure that a proctoring location has been set up before the exam date.

- Find a proctor location. Public Libraries and College testing centers are recommended. If you don't have a library or testing center that can proctor an exam please let us know and we will help find another suitable location.
- After a proctor location has been found please respond to this e-mail with the following information:
  - Your full name and student ID number
  - The class(s) and section(s) that require proctoring
  - The off site location
  - The name of the person administering the tests.
  - Who the person is (i.e.: Reference Librarian, testing coordinator, etc.)
  - Their business e-mail. (We will not accept personal e-mail addresses).
  - Their business phone number

Once OL has received your test site information, directions will be sent to the person listed as your proctor.
How Much Time Should It Take?

Students can expect it to take Online Learning staff 2 business days to approve a testing location and send the required information. Proctor locations should be setup prior to the start of the term.

Contact Online Learning/Get Help

Submit a ticket: onlinelearning@mhcc.edu
Call: 503-491-7170
Stop by: AC1350