Distance Learning
Frequently Asked Questions

http://mhcc.blackboard.com

Distance Learning (DL)

- **What is a Distance Learning Class?**
  Distance learning is another way students can attend college when they are separated by time and/or space from the physical campuses. At MHCC we offer two types of Distance Learning courses:

  **Online:**
  A web course is fully online with no scheduled seat time on campus.

  **Hybrid**
  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.

Blackboard

- **What is Blackboard?**
  Blackboard is the Learning Management System used by MHCC to deliver all online and hybrid classes.

- **How Do I Download Blackboard?**
  You will not have to download Blackboard to your computer. You will login directly from the MHCC website. This allows you to access your courses from any updated computer with internet service.

- **Can I Access My Distance Learning Courses Through MyMHCC?**
  No. MyMHCC and Blackboard are not the same or connected in any way. All distance learning classes are located in Blackboard.

Hardware/Software Requirements

- **Do I need A Computer?**
  You need to have access to a computer that has an internet connection.

- **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 and MACs

• **Can I use an iPad for my online course?**
  Mobile apps are available; however, not all mobile devices will provide full feature functionality in Blackboard. These apps should NOT be solely relied upon when taking an online or hybrid course.

• **What About Operating Systems**
  **PC:** Windows Vista or 7.
  **MAC:** iOS X and Later
  **Linux:** Ubuntu

• **What Are The Hardware Requirements?**
  A processor (CPU) with 1 GHz frequency or above.
  Your computer should be capable of displaying at least 256 colors
  Adapter for Ethernet connection (LAN) OR a wireless adapter (Wi-Fi).
  10 GB hard disk drive.
  512 MB Memory (RAM) or above
  CD-ROM Drive or DVD-ROM
  Sound Card w/Speakers
  And in some cases a Camera and Microphone

  In most cases, any computer bought within the last two years will meet the requirements. If you are using a 386 or eMachine, you will experience problems and have to use a different computer.

• **Are there Special Software Requirements?**
  You will need to have the following installed:
  JAVA
  Adobe FLASH
  Adobe Reader
  PowerPoint Reader (If you do not have MS PowerPoint)
  A Word Processor
    Preferably:
      Word 2010 for PCs
      Word 2011 for MACS
  Media Player

• **Is there a good alternative to MS office?**
  There are many alternatives to Microsoft office including Open Office, Google Documents and Libre Office. However, some classes including Computer Information Systems and Intro to Business Computing may require the use of a specific Microsoft office.
Browser Information

- **What browser should I be using?**
  There is no all-encompassing answer for this. Use whichever browser works best on your computer. We have experienced significant compatibility issues with Internet Explorer (IE). Because of this, it is imperative to have more than one browser downloaded on your computer. We recommend Mozilla Firefox and Google Chrome in addition to IE and Safari. If a page does not seem to be displaying correctly or if a video won’t load in your primary browser please try it in another browser. Please try this first if you experience difficulty during the night or weekend when helpdesk staff is not available.

- **Where can I download/upgrade a browser?**
  Firefox can be downloaded at www.mozilla.com
  Chrome can be downloaded at www.chrome.com
  We recommend that updates to these browsers are set to automatic; however, to update manually please go to “help” and “about Firefox.” This will show you the version you are running and give you an option to update if an update is available. You will use the same procedure for IE and Chrome.

How to Register For a DL Course

- **Where Do I Register For A DL Course?**
  To register in an Online/Hybrid course prior to the first day of the term please use MyMHCC registration. http://my.mhcc.edu/ics

- **How Do I Know If A Course Is Online?**
  Web classes have a section number starting in W and hybrid course sections begin with H. You do not login to Blackboard to register for a distance learning course.

- **Waitlisted Students**
  If it is prior to the first day of term students who are waitlisted automatically get placed in a course as space becomes available. Please continue checking your MyMHCC schedule to see if you have been added to the course.

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

  **If the instructor agrees to add you to the course:**
  o You must forward the complete email thread to DL.
  o Include your MHCC 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.
  o If you have a signed add slip from an instructor, bring it to the Distance Learning office. Add slips for web and hybrid sections must be taken to the DL office 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.
Contacting an Instructor by Email

- **How Do I Find an Instructor’s E-Mail?**
  To find an instructor’s MHCC email please go the Faculty and Staff link on the MHCC homepage menu. Click on “email Lookup” and search for the instructor.

- **How Long Should I Wait For An Answer?**
  If an instructor does not get back to you in a reasonable timeframe 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.

Logging into Blackboard

*Students receive access to their Blackboard courses the day classes begin.*

- **How Do I Find Blackboard?**
  - Blackboard can be found by going to [www.mhcc.edu](http://www.mhcc.edu) and clicking on the Distance Learning link on the left-hand menu
  - By going directly to the Distance Learning website at [mhcc.blackboard.com](http://mhcc.blackboard.com).
  - Blackboard cannot be accessed through MyMHCC

- **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**
  Blackboard and MyMHCC are not connected. Your MyMHCC 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 the syllabus and course schedule. Click on these to get started. Instructions, materials and expectations for the class will be listed here.
  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.

  When reading through your syllabus, make sure to click on the “Mark Reviewed” button if one appears at the bottom of the page. When this button is checked it will change to a blue checkmark and say “Reviewed.” This requirement could be located on all or only some of the pages.

  Once all of the “Mark Reviewed” buttons have been checked please go back to “Lessons (homepage)” in the main menu. Your lessons should now be available.
• **What if I have access to Blackboard but do not see my course link?**
  Check your MyMHCC schedule. Courses will not appear on your menu until the day they begin.

• **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.

### Setting Up a Test Proctoring Location

• **Do I Have To Come To Campus To Take Tests**
  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 set up and ready to administer quizzes and exams for MHCC DL students at no cost. 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 contact DL and we will help find another suitable location.
  - After a proctor location has been found please send an e-mail with the following information to DL support at dlsupport@mhcc.edu:
    - 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 DL has received your test site information, directions will be sent to the person listed as your proctor. We will also send you a confirmation.

• **How Much Time Should It Take?**
  Students must give Distance Learning support staff 2 business days before the exam begins to approve a testing location and send the required information.

### General Information

• **Where is my course menu?**
  If you are in your Blackboard class and your menu is missing it has probably been hidden. Bring your mouse pointer to the far left edge of the browser window and a double sided arrow should appear. Click on the dark grey bar and the menu should expand.
• How do I find out what books I need?
Your class books can be found in the MHCC Bookstore. If no book information is available at the
bookstore please contact your instructor.

Bookstore.mhcc.cc.or.us
503-491-7188

• How do I clear the browser cache?
  o In Firefox 3.6: Select tools on the menu → options → advanced → network → clear cache.
  o In Firefox 4.1 and later: Select the orange Firefox in the upper left corner - hover over
    “history” → choose “clear recent history” → change the drop down box to “everything” →
    make sure that “cache” and “cookies” are selected → clear now.
  o In Internet Explorer: In the menu choose “tools” → “Internet options” → “General” tab →
    under “Browsing History” choose “delete” → make sure that “temporary internet files” and
    “cookies” →
  o In Chrome: Go to the wrench icon in the upper right corner → History → Clear all browsing
    history → change the drop down box to “the beginning of time” → make sure to have at least
    the first 4 boxes checked → clear browsing data
  o In Safari: go to “Safari” in the upper left corner → empty cache → empty.

• What do I do if I receive an error message on a lesson page?
  o Try another browser
  o If this works please clear your cache (link)
  o Log back in and try it again
  o If you still encounter the error make sure that you have the newest versions of Java, Flash, and
    Adobe Reader
  o If none of these steps work please call or email DL

• How do I login to Camtasia Relay?
The first time you log in to Camtasia relay your username and password will both be your student ID
number.

• Is Blackboard down?
  Our Blackboard servers have a 99.6% uptime. Unscheduled downtime is very rare. If you are receiving
  an error please clear your cache or try another browser. Please feel free to call in if the DL office is open.

• The FAQ is not helpful. How can I talk to an actual person?
  Of course! Contact us by phone from 8:30-5 Monday through Friday at 503-491-7170 and by email at
dlsupport@mhcc.edu.

Contact Information

By Phone: 503-491-7170
By email: dlsupport@mhcc.edu
In Person: Main Building, RM. AC1350 - We are located between the radio station and the bookstore
Blackboard login page: mhcc.blackboard.com

***Please do not send a message to DL through “My Messages” in your course***